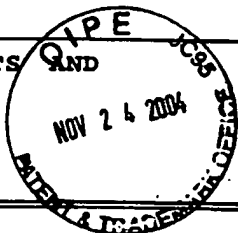


Information Disclosure Statement
 USSN 09/990,766
 November 19, 2004
 Page 4

Form PTO-1449 (Modified) Page 1 of 2	ATTY DOCKET NO. B-4398 619336-4	U.S. SERIAL NO. 09/990,766
LIST OF PATENTS AND PUBLICATIONS STATEMENT	APPLICANT(S) Stephen John HINDE, et al.	
	FILING DATE November 21, 2001	GROUP 2655



U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	ISSUE DATE	NAME	CLASS	SUBCLASS	FILING DATE or 102(e) DATE IF APPROPRIATE
HU	5,907,351	5/1999	Chen et al.	348	14	
	5,929,848	7/1999	Albukerk et al.	345	326	
	6,067,095	5/2000	Danieli	345	473	
	6,085,148	7/2000	Jamison et al.	701	211	
	2002/0078148 A1	6/2002	Hinde et al.	709	203	
	2002/0082838 A1	6/2002	Hinde et al.	704	270.1	
HU	2002/0082839 A1	6/2002	Hinde et al.	704	270.1	

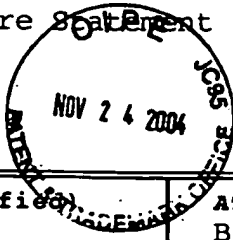
FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	PUBLICATION DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES/NO
HU	0 820 028 A2	1/1998	EP			
	0 829 996 A2	3/1998	EP			
	0 838 770 A2	4/1998	EP			
	2 320 843	7/1998	GB			
	99/26153	5/1999	WO			
	00/58867	10/2000	WO			
HU	01/28206 A1	4/2001	WO			

EXAMINER 	DATE CONSIDERED 2/4/08
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Information Disclosure Statement
 USSN 09/990,766
 November 19, 2004
 Page 5

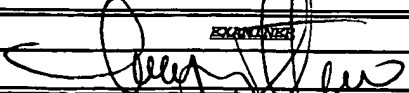


Form PTO-1449 (Modified) Page 2 of 2	ATTY DOCKET NO. B-4398 619336-4	U.S. SERIAL NO. 09/990,766
LIST OF PATENTS AND PUBLICATIONS STATEMENT	APPLICANT(S) Stephen John HINDE, et al.	
	FILING DATE November 21, 2001	GROUP 2655

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

*Applications, INTERNET: <http://www.cobrow.com/pages/applications.html> page 1 (January 21, 2000).
*CoBrow Details, INTERNET: <http://www.cobrow.com/pages/docs/DetailsEnglish.html> page 1 (January 21, 2000).
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Neff, T., "The Multimedia Contact Center: Corporate Facade or Human Face?," The Fletcher School of Law and Diplomacy, Submission as a half-MALD Thesis and satisfaction of outstanding P235 course requirements, INTERNET: <http://citeseer.nj.nec.com/345232.html> pp. 1-69 (April 10, 2000).
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*References INTERNET: <http://www.cobrow.com/pages/bg-references.html> page 1 (January 21, 2000).
*Service Abstraction, INTERNET: <http://www.cobrow.com/pages/bg-abstractions.html> pp. 1-2 (January 21, 2000).
*Service Components INTERNET: <http://www.cobrow.com/pages/bg-components.html> pp. 1-2 (January 21, 2000).
*Service Model INTERNET: <http://www.cobrow.com/pages/bg-model.html> pp. 1-3 (January 21, 2000).
*The Product: Vicinity Service, INTERNET: <http://www.cobrow.com/pages/products.html> page 1 (January 21, 2000).
*Web Browser Loneliness, INTERNET: <http://www.cobrow.com/pages/bg-deficit.html> page 1 (January 21, 2000).

No copy included.

EXAMINER: 	DATE CONSIDERED 2/4/08
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EXAMINER: Initial if reference considered whether or not citation is in conformance with MPEP 608; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.